

May 19, 2016

John M. Huff, Director
Missouri Department of Insurance, Financial Institutions & Professional Registration
Truman State Office Building
Room 530
P.O. Box 690
Jefferson City, MO 65102

Dear Director Huff:

Thank you for the work that you and the Missouri Department of Insurance, Financial Institutions & Professional Registration (hereafter referred to as the Department) have done to enable Missourians to have the health insurance options that are currently available to them. My family and I very much value the Department's role in securing the competitive market between health insurance companies across the state of Missouri. It has meant that certain members of my family [REDACTED] have access to a more reasonable premium than would otherwise have been the case, were the Department not strengthened by its powers.

My family has been very entrepreneurial for generations, and agrees with the principle that competition among businesses encourages economic and technological advancements and increased customer service. History has shown that when companies are allowed to compete on an even playing field, it is both, the business owners and the customers who win. Conversely, when one side has dominated, the other side obviously has lost. There needs to be a balance between the powers of the customers and the powers of the businesses. Since the customers are represented by the Department, they rely upon it to speak to their interests. It is my firm opinion that a merger between Aetna and Humana is not in the best interest of the customer. Please do not allow this merger to take place.

If Aetna and Humana were not such large corporations with large market shares, then perhaps I would have a different opinion, but that is not the case. Again, history has shown that when large insurance companies merge, premiums increase and services are not necessarily improved upon. Indeed, in a number of cases, the providers who were contracted with an insurance company prior to a merger were subsequently no longer part of a network. This is not good overall business practice and certainly does not aid the customer in the maintenance of health. Most people can likely tell a very similar story of how challenging it is to change providers and incur an added level of stress in the process of attempting to deal with a current medical issue, due to all the circumstances involved in revisiting health concerns, physiological prescription effects, etc. with both, the new medical providers as well as the new insurance company.

In summation, as the current president of the National Association of Insurance Commissioners, the nation's eyes are most likely upon you in how you handle this situation. As a citizen of the

state of Missouri and a person from an entrepreneurial family, I encourage you to review the history of health insurance company mergers and their impacts upon the customers (your chief constituents). I trust that you and the Department will do your due diligence in adequately researching not only historical data, but also current data from within both companies and the state of Missouri. Again, I ask that you not allow the merger between Aetna and Humana to take place. Thank you for serving the people of this state.

Sincerely,
Paul Cesare